



DEPARTMENT OF REAL ESTATE
Equal Opportunity Employer
Job Opportunity

Program Technician II
Sacramento - Permanent, Full-time

The Department of Real Estate has an opening for a Program Technician II in the Sacramento Licensing Section. The position is located at 2201 Broadway in downtown Sacramento.

Duties of the position include:

- Answer phone inquiries from licensees, state, federal, and local government agencies and general public regarding current license status of individuals and corporations.
- Clarify licensing procedures, laws, rules, regulations and policies.
- Reschedule exam applicants for new test dates.
- Process written requests and fees for license certifications from licensees wanting to obtain a real estate license in another state.
- Process demands for information from other state, local, and federal agencies requiring analysis of masterfile records as well as current license status information reflected on DRE's computer system to prepare detailed accurate chronological report of license changes made by licensees during a particular time frame, as well as, any disciplinary actions which may have occurred.
- Prepare current license status lookups, which are requests for current license status.
- Ensure proper fee for service has been received.
- Requests are processed by accessing licensee records on the on-line computer system and requesting a printout.
- Write for fees for licensing histories when received with no fee.
- Mail out licensing forms that are requested via correspondence, telephone or voicemail system.
- Sort and distribute incoming mail.

Desirable qualifications:

- Ability to answer, screen and transfer incoming phone calls.
- Ability to follow oral and written instructions and communicate effectively.
- Integrity, initiative, dependability, good judgment and ability to work cooperatively with others.
- Excellent attendance and interpersonal skills.
- Patience and tact in dealing with the public, staff members and others.

Salary Range: **\$2638 - \$3209**

Who may apply:

Current State employees at the Program Technician II level, those individuals transferable to the class, and candidates who have current list eligibility. **Priority consideration will be given to SROA/Surplus employees. Please indicate SROA or Surplus status on your application. Please indicate RPA #11-034 on your application in order to be considered.**

Submit Applications to:

Department of Real Estate - Human Resources
P.O. Box 187000
Sacramento, CA 95818-7000
(916) 227-0802

California Relay Service: 1-800-735-2922 (Voice); 1-800-735-2929 (TDD)

Final Filing Date: Until Filled

Note: DRE requires that new employees be fingerprinted.

Applications may be obtained from the State Personnel Board website at <http://www.spb.ca.gov>.

Applications, whether filed in person or by mail, must be received in the Personnel Office no later than 5:00 p.m. on the above final file date. Applicants will be screened using Required Qualifications and those most qualified will be contacted for an interview.